

POLICE COMMUNICATIONS OFFICER I

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class comprises entry level communications work involving monitoring and operating the police radio system and related emergency communication equipment. Police Communications Officers I have the responsibility of maintaining the location of officers on duty, dispatching units in accordance with established policies and procedures, and providing requested information or assistance to duty officers. Employees of this class operate computer terminals to obtain information regarding offenders and vehicles as requested by officers, and to prepare and maintain records and reports of service calls and complaints. Police Communications Officers I receive specific instructions for most duties, but have authority to work independently in certain designated areas. Employees of this class report to and have work reviewed by the Chief of Communications. This class ranks directly below that of Police Communications Officer II.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers emergency and non-emergency telephones for the police department, taking appropriate action as designated by department policy. Determines unit to be dispatched by checking computer indexes. Overrides computer selection of units when necessary. Transmits information on incident and dispatches unit following departmental procedures. Maintains location and status of emergency units at all times, using CAD display to monitor. Keeps track of time and mileage on patrol units. Takes requests from units and provides assistance following departmental procedures. Relays information or answers questions from field units, referring questions to appropriate supervisor as needed. Receives acknowledgments from the police unit by radio. Monitors burglar alarm systems and follows established procedures when such alarms are received. Keeps track of assigned area by listening to other radio frequencies and takes appropriate action when necessary. Performs any tasks which are required to comply with FCC regulations.

Receives complaints over the telephone or from other sources. Communicates with hearing impaired callers utilizing telecommunications devices and software for the hearing impaired. Takes all pertinent information, such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and

signals.

Operates teletype and computer keyboard, using designed teletype and computer codes to send or receive messages. Uses a control board for individual pocket pager system to call designated officers when necessary. Relays messages and information to department personnel by operating office paging or intercom system. Sends or receives messages from state police or other law enforcement agencies by phone or radio. Notifies all specified officers, special units or designated agencies of any emergency situation following departmental procedures.

Personally completes forms and records required. Maintains records of dispatching activity by recording all calls on high speed line printer. Files according to departmental policy. Changes entries in designated computer files by making appropriate entries into the computer, initiating a new copy and distributing revised information to appropriate persons. Operates copy machine to duplicate reports as directed.

Participates in training provided by the department on communications and related areas. Provides on-the-job instruction in operation of communication equipment and related areas as directed.

Routinely tests radios, telephones, teletype, individual paging devices and other communications equipment as required. Sends and receives messages to ensure proper readiness for service.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess a valid driver's license.

Must be not less than eighteen (18) years of age.